

Agency Name	DHHS – Bureau of Child Support Services
Audit Name	Division of Child Support Services Performance Audit (10/15)
Audit Period	Federal Fiscal Years 2013-2014
Status Report Date	July 17, 2019

Summary of Audit Observations/Findings					
Number	Observation Title	Status [place X in status column]			
		Unresolved	Partially Resolved	Substantially Resolved	Fully Resolved
1	<p>Clarify Grandparents’ Liability for Supporting Grandchildren Born to Unwed Minors</p> <p><i>This item requires an analysis to be conducted in a multidisciplinary approach with all stakeholders to determine the intent and purpose of NH RSA 167:3-a, as well as the requirements of each respective agency in the recovery of public assistance, the position of state government and proposal of legislation, if any. The BCSS has identified appropriate stakeholders to develop a plan to properly analyze the subject, and is currently drafting intake procedures to identify cases where grandparent liability is a possible issue.</i></p>	X			
2	<p>Consider Centralizing Some Functions</p> <p>...to allow CSOs to focus on their core functions of establishing and enforcing child support orders. Nine functions were identified to consider centralizing:</p> <ol style="list-style-type: none"> 1. Case Initiation – <i>Analysis to be conducted of test projects; resource identification needed</i> 2. Mailing and scanning postal and employment verifications – <i>Complete; now a function of the Central Scanning Unit</i> 3. Medical support enforcement – <i>BCSS policy currently under reconstruction per new fed rules</i> 		X		X

	<p>4. Monitoring cases with good payment history or current income withholding – <i>Function (wage paying case model) has been regionalized. Need to evaluate effectiveness.</i></p> <p>5. Monitoring obligors incarcerated in county jails – <i>Currently monitored by most DO supervisors; developing data interface with Dept. of Corrections</i></p> <p>6. Monitoring other cases considered unenforceable – <i>Currently monitored by most DO supervisors; consideration for centralizing in discussion</i></p> <p>7. Central initiation and monitoring of liens – <i>No resource available</i></p> <p>8. Monitoring cases for periodic review and adjustment – <i>Complete; now a function of the BCSS Review and Adjustment Unit (RMU)</i></p> <p>9. Conducting periodic case audits <i>new system functionality automates this process</i></p>		<p>X</p> <p>X</p> <p>X</p>	<p>X</p>	<p>X</p> <p>X</p> <p>X</p>
<p>3</p>	<p>Improve Caseload Monitoring</p> <p>A. Review policies and procedures to ensure consistent caseload monitoring techniques in all DOs;</p> <p>B. Provide guidance on supervisor oversight of CSO caseloads;</p> <p>C. Consider centralizing some function to allow enforcement CSOs to focus on core activities associated with enforcing child support orders;</p> <p>D. Issue guidance regarding the use of NECSES MAIL including the types of alerts that should be reviewed and how frequently.</p> <p><i>Business Intelligence Tool deployed for staff and managers to better manage and monitor cases and performance; several new system functionality enhancements deployed to improve caseload monitoring.</i></p>		<p>X</p> <p>X</p>		<p>X</p> <p>X</p>

<p>4</p>	<p>Better Target Enforcement Remedies</p> <p>A. Review caseload to determine whether cases can be differentiated by obligors' ability and willingness to pay;</p> <p>B. Assess whether some enforcement remedies could be better aligned with more difficult cases;</p> <p>C. Train staff to identify cases which are appropriate for specific enforcement remedies;</p> <p>D. Explore the possibility of realigning staff to deal with more difficult cases.</p> <p><i>Several planning projects implemented for task workflows and office caseload structure models, regionalization and centralization of certain functions and tasks. Using a data match with NHTs, BCSS is able to identify obligors receiving state public assistance to aid in determining ability to pay. A new business intelligence tool deployed to better manage cases and aid in decision-making. Exploring a predictive analytics tool and introduced new assessment tool for CSOs to determine ability to pay and screening cases for civil contempt action.</i></p>			<p>X</p>	
<p>5</p>	<p>Continue to pursue criminal non-support cases by:</p> <p>A. Developing criminal non-support policies to reflect current procedures and revise criteria designed to select cases for criminal non-support;</p> <p>B. Training staff on the availability of the remedy, the most current procedures, and how to recognize cases eligible for criminal non-support.</p> <p><i>Policy, procedures and training materials developed and pending priority for release.</i></p>			<p>X</p>	

6	<p>Consider Work-Oriented Programs Statewide as Alternatives to Enforcement Remedies</p> <p>Formally explore additional opportunities to build a statewide system of resources for work-oriented programs. Include stakeholder input to identify needed services and the populations intended to serve, identify potential partners, and consider if the program should include a judicial element.</p> <p><i>BCSS partnered the DHHS Bureau of Employment Support and NH Employment Security to develop integrated services to appropriately link obligors in need of employment services.</i></p>			X	
7	<p>Consider Other Remedies to Collect Child Support Arrears</p> <p>A. Explore additional collection options for reducing child support arrears: state vendor payments and unclaimed property.</p> <p>B. Determine whether existing laws provide adequate authority to pursue these options</p> <p>C. Work with the Legislature to amend existing laws if options are found to be viable</p> <p><i>Research and cost-benefit analysis conducted; determination made that pursuing collections from these sources is not cost-effective.</i></p>				X